



**H**OMELESS &  
**H**OUSING  
**R**ESOURCE  
**C**ENTER

# Helping Individuals Experiencing Homelessness Obtain Identification Documents

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February 3, 2022  
2:00-3:00pm ET

# Disclaimer


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The **Homeless and Housing Resource Center** is a program operated by Policy Research, Inc. and developed under grant 1H79SM083003-01 from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services (HHS). Interviews, policies, and opinions expressed are those of the authors and do not necessarily reflect those of SAMHSA or HHS.



# ASL Interpretation and Transcription

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- We have arranged for ASL interpretation services during this meeting. The ASL interpreters are:
  - Michele Johnson
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- Live transcription from Zoom is available
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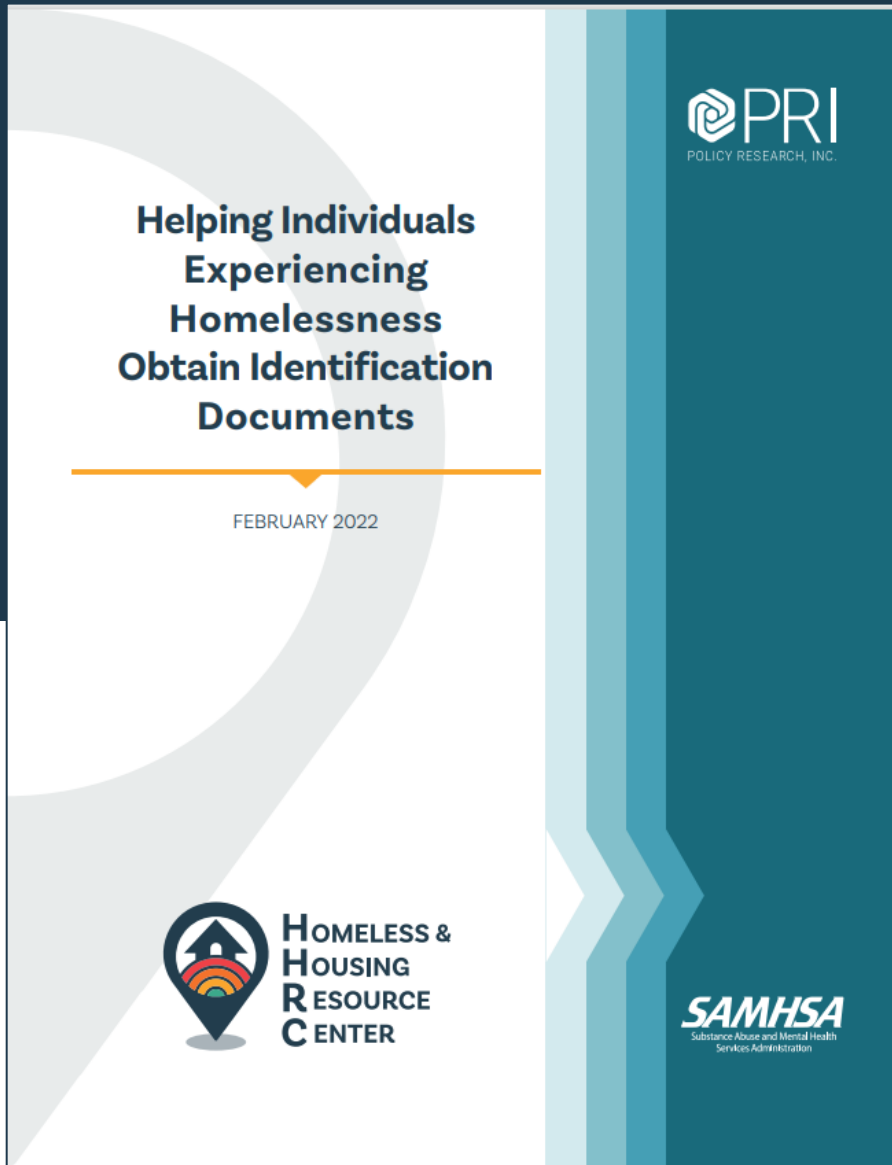


# Webinar Instructions

- All participant lines will be muted and the chat feature is disabled
- **Slides:** Available now on HHRC website, under Events
- **Recording:** Will be available on the HHRC website in 1 week
- **Questions:** Please submit your questions using the Q&A feature
- **Evaluation:** Browser will redirect following the webinar
- **Certificate of Participation** (no CEUs are offered): Provided after evaluation is completed

# New Toolkit

- Provides an overview of:
  - Key identification types
  - Steps for replacing ID
  - Estimated costs and fee waivers
  - Best practices for ID replacement
  - Documentation checklists
- Available in English and Spanish
- [Download the Toolkits](#)



# Learning Objectives



1. Discuss the new *Helping Individuals Experiencing Homelessness Obtain Identification Documents Toolkit*.
2. Describe primary and secondary forms of identification needed to procure resources and support services.
3. Identify tools and best practices for accessing birth certificates, Social Security cards, and state IDs.

# Panelists

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- **Sherri Downing**, Advocates for Human Potential
- **Rick Mitchell**, Executive Director, Homeless ID Project, Arizona
- **Joel Weiss**, Volunteer, Homeless ID Project





# Regaining Identification

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Sherri Downing, Advocates for Human Potential



# Without ID

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- People are blocked from resources crucial to moving out of homelessness and on with their lives
- Identification documents are frequently lost or stolen when someone is experiencing homelessness
- Without it, resources – from housing to jobs – are out of reach



# The Big 5 Forms of ID

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- Birth certificates
- State-issued, picture IDs
- Social Security cards
- Certificate of Release or Discharge from Active Duty (DD214)
- Green Cards

# Identification: Primary

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- Primary documents
  - Passport
  - Driver's license
  - Permanent resident card
- These documents can stand alone to establish identity



# Identification: Secondary

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- Can be used in tandem or with a primary source to establish ID
  - Birth certificate
  - Medical records, policies or insurance cards
  - Bank statements
  - Work ID, pay stubs, union ID
  - IRS/state tax forms
  - Social Security cards or SSI/SSDI checks
  - Lease/rental agreement or utility bills

# Birth Certificates

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- Serve as proof of identity and age
- Valid proof of U.S. citizenship by federal, state, and local government agencies
- Copies can only be obtained from the state or county where they were originally filed (where the person was born)
- The Centers for Disease Control and Prevention (CDC) maintains a list of vital records offices by state and U.S. territory at <https://www.cdc.gov/nchs/w2w/>

# Birth Certificates: Who Needs Them?



- State departments of motor vehicles when issuing a new driver's license or state photo ID
- Bureau of Consular Affairs to prove citizenship and obtain a passport
- Marriage licensing departments



- Social Security Administration to get a new copy of a SS card
- Educational institutions to register for public/private schools or universities
- COST: \$5-\$34, depending on the state

# State Issued ID

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- Usually administered by the Department of Motor Vehicles
- Includes photo, name, date of birth, address, height, weight, hair color
- Driver's license and state ID can be interchangeable
- Someone who is ineligible for SS number but legally present in the US may be able to apply for state-issued ID

# State-issued ID: Who Needs It?



- State department of vital records to issue a birth certificate
- Bureau of Consular Affairs to obtain a passport
- State department of elections to establish identity to vote
- SSA: to get new copy of Social Security card



- Public benefits departments to apply for mainstream benefits (TANF, SNAP, Medicaid)
- Banks (to open an account)
- Landlords
- Employers
- Pharmacies
- Schools



# State-issued IDs

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- Every state has different requirements
- Costs range from \$14 - \$30, depending on the state and whether it's a new or replacement ID



# Social Security Cards

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- Issued to:
  - U.S. citizens and permanent residents
  - People with temporary work authorization in the U.S.
  - People lawfully admitted to U.S. without work authorization
- Federal ID means that the process for replacing is the same everywhere in the country
- Replaced for free if lost or stolen – but only 3 per year and 10 per lifetime
- SSA Website: <https://www.ssa.gov/ssnumber/>

# Replacing a Social Security Card



## Who Needs a SS Card?

- State departments of vital records to establish ID
- DMVs
- Public benefits departments
- Employers
- Hospitals



## What Do You Need to Replace a SS Card?

- Proof of identify (driver's license or state-issued ID, passport)
- Sometimes need proof of citizenship and age

# DD214

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- Issued by Department of Defense
- Issued upon service member's retirement, separation or discharge from active duty
- Includes name, date of birth and SS number
- Contains information needed to verify military service for benefits, retirement, employment and membership in veterans' organizations
- Needed for Veterans' benefits
- Cost: free

# Green Cards

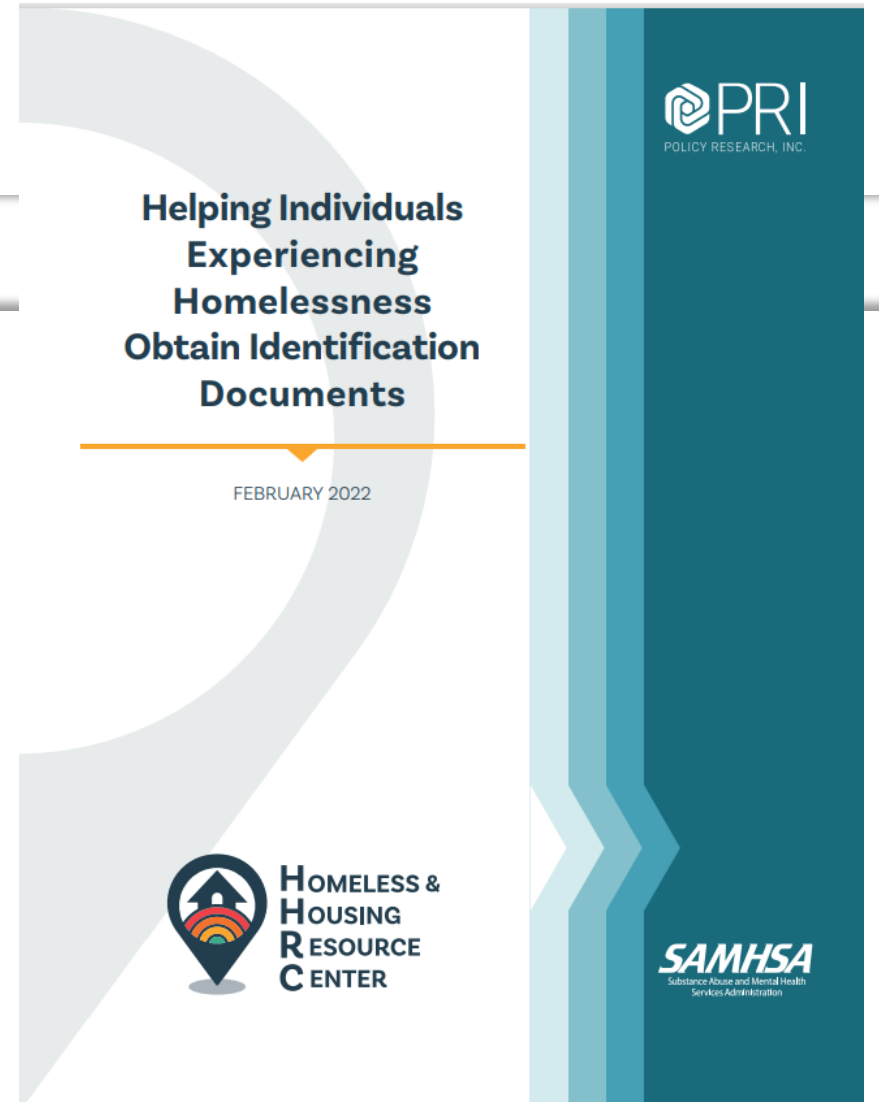
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- Given to people awarded permanent resident status, who can live and work in the U.S. permanently
- Status is valid for life BUT card must be renewed every 10 years
- There is a cost to replace the green card, but the USCIS will consider homelessness when reviewing a fee waiver request.
- Access the website: <https://www.uscis.gov/i-90>



# Best Practices

- Develop an ID replacement program
- Build relationships in the community to foster flexibility and streamline processes
- Manage expectations about how long the process can take and engage clients in the process
- Establish proof of residency





**Rick Mitchell, Executive Director**

# Human Services Campus – Downtown Phoenix

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# Mission and Vision

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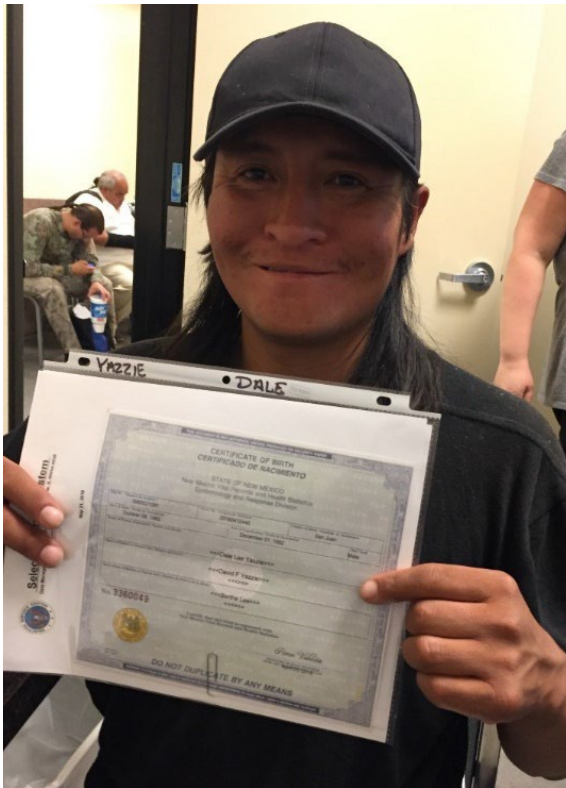
## Mission

To empower individuals and families to end their homelessness and rebuild their lives by providing the critical first step of identification replacement services

## Vision

Our vision is to eliminate barriers to obtaining identification documents across America





***“The only thing you  
can get without an  
ID is arrested”***



***Anonymous***

# History and Profile

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- Founder - 30 days of self-imposed homelessness in 1987
- 13 locations in Maricopa and Pima Counties
- 2022 Planned Expansion – Affiliate Program
- Only full-time provider of ID replacement services in AZ – and that's *all* we do.
- Partner-centric: Serve 50-60 partner agencies



# Results

- Recent average: 7,500 docs per year
- 8,276 replacement docs in 2021
- Storage for those living on the street
- Some easy, some not
- Saul Alinsky's Upstream/Downstream Model
  - Single adults, families, children, justice involved, foster population, DV survivors, others at risk



# ID Program Models

## Homeless ID Project

Phoenix, Arizona

- Sole Focus on IDs
- 8,000 Documents Per Year
- 5 FT Employees
- 1 PT Employee
- 5+ Volunteers
- 2 Permanent Locations
- 11 Shared Space Locations
- \$500,000 Budget
- Foundations and Individuals
  - No Government

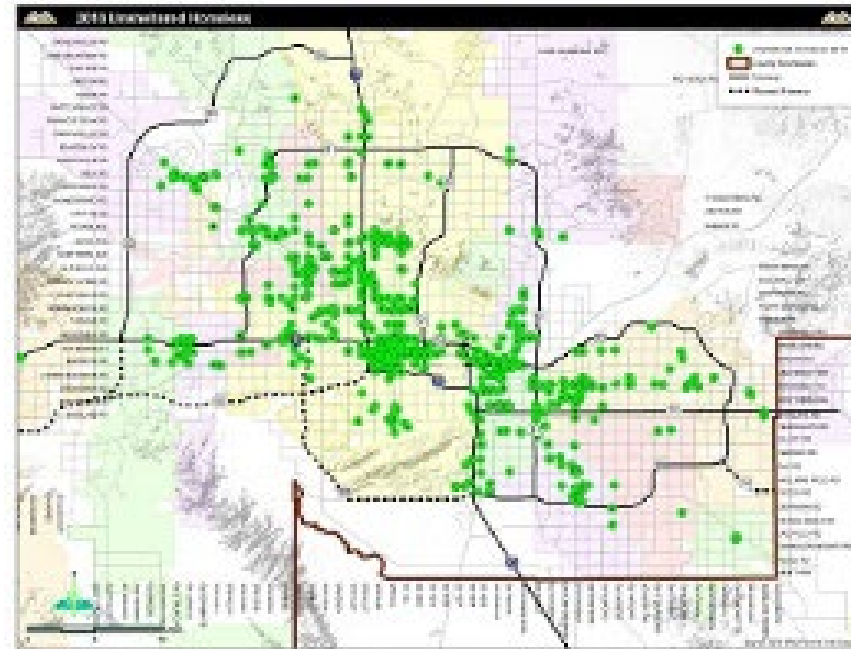
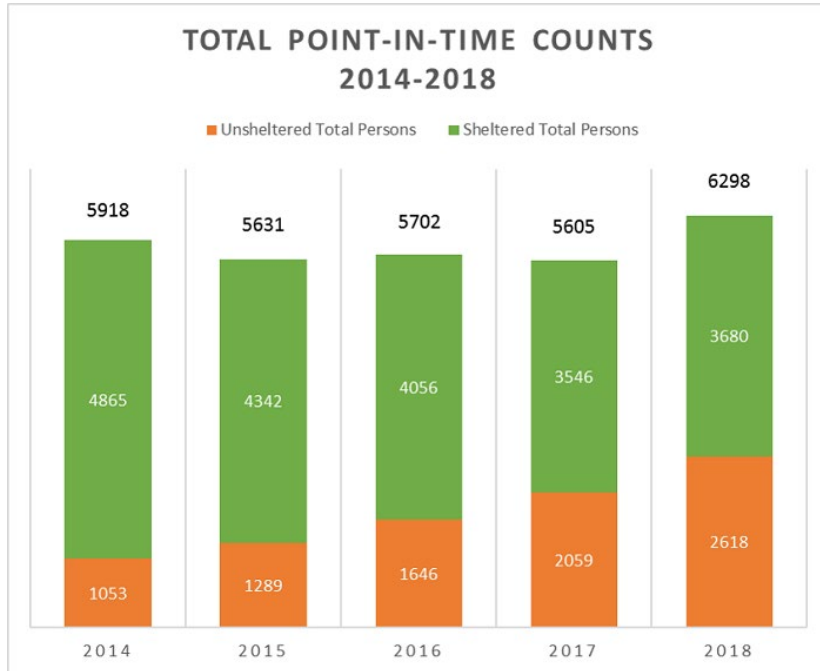
## ID Crisis Collaborative

Cleveland, Ohio

- Sole Focus on IDs
- 8,000 Documents Per Year
- 1 FT Employee
- 1 PT Employee
- 34 Locations trained from the Mothership
  - 70 Staff and Volunteers
- \$250,000 Budget
- County and County Board supported
- Foundations and Individuals



# Homelessness in Maricopa County



1. PIT Count for 2019 - 6,614 total. 3,188 unsheltered
2. 37,404 homeless in AZ in 2017 – ½ families w kids
3. In 2018, 44,000 Families were evicted from their homes

# Best Practices

## Forces for Good

*Six Best Practices for Nonprofits*



→ First, Have a **GREAT MISSION & ADVOCATE** for that mission

Systemic change takes more than service delivery

1. Tell Your Story (to anyone who will listen)
2. Create Partnerships (peer agencies and government)
3. Work on Appropriate Legislation

# Advocacy

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1. HB2575 was signed into law by Governor in April 2018

→ ID and DL Fee waiver for Military Veterans

2. HB2588 was signed into law by Governor in April 2021

→ People experiencing homelessness aged 16 and 17 and those in foster care can get documents – no guardian permission needed





# Social Return on Investment

- **USICH:** Homelessness cost the community \$30,000 to \$60,000 per person per year
- Assume 10% useful documents (8,276 in 2021)
- 827 times \$30k = \$24.8 million
- Savings divided by annual budget results in >\$60 return per dollar invested

$$\mathbf{\$24,800,000 / 400,000 = \$62.02}$$



# Social Return on Investment

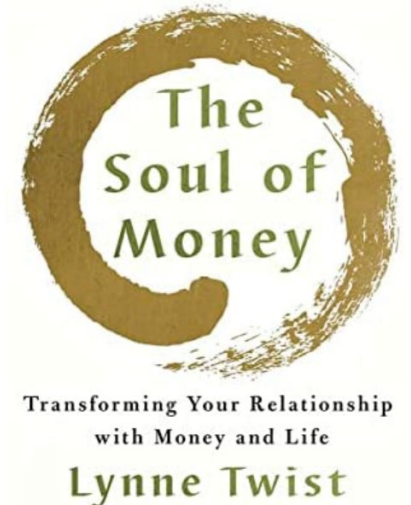
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- \$12 = State ID
- State ID = Employment and/or housing
- Community saves \$30,000 to \$60,000 per year
- The average fully-loaded total cost per document is <\$50
- \$400,000 budget / 8,276 documents = \$48.33 per document



# Fundraising

- People Want to Help – It’s in our DNA
- Demonstrate your work
- Share Success Stories
- Give others “...an opportunity to engage in their greatness”
  - Lynne Twist, *The Soul of Money*
- Philanthropy on training wheels
  - \$12 for an ID = Employment = Housing
  - Cost of ID (\$12) vs Cost of Housing (\$250,000)
- Understand, Create, and Share your ROI



# The National Conversation About IDs

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- 120+ in the conversation
- 40 states and Puerto Rico
- Website: <https://nationalconversation.org/>
- Seeking 501(c)(3) status
- First Wednesday Intro





Rick Mitchell, Executive Director

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# Thank You!

*SAMHSA's Homeless and Housing Resource Center provides high-quality, no-cost training for health and housing professionals in evidence-based practices that contributes to housing stability, recovery, and an end to homelessness.*

## Contact Us:

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